

Service Area Plan

Department of Veterans' Services

Education Program Certification for Veterans (10814)

Service Area Background Information

Service Area Description

This service area is responsible for the approval of institutions and establishments operating in Virginia in order that eligible veterans and their dependents may enroll and receive financial assistance from the U.S. Department of Veterans Affairs (USDVA) while pursuing an approved educational course or program. The State Approving Agency for Veterans Education (SAA) approves educational programs at colleges/universities, technical/trade schools, licensing/ certification programs, and OJT/ Apprenticeship programs.

Service Area Alignment to Mission

The Virginia Department of Veterans Services (DVS) recognizes the importance of providing educational and training opportunities for veterans. The SAA operates within DVS under a contract with the USDVA. The function of the SAA is in keeping with departmental philosophy to support continuing education and personal development of veterans.

Service Area Statutory Authority

- Title 38 (Veterans Benefits) of the U.S. Code is the basis for the approval and supervision of courses offered by qualified educational institutions and/or training establishments in accordance with the standards and provisions as follows:
 - Chapter 30 establishes the Montgomery GI Bill for veterans separated from active duty and honorably discharged, having entered active duty after June 30, 1985
 - Chapter 32 institutes the Veterans Educational Assistance Program for veterans entering active duty between January 1, 1977 and June 30, 1985
 - Chapter 34, known as the Vietnam Era GI Bill, provides vocational readjustment and restores lost educational opportunities to those service men and women whose careers have been interrupted or impeded by reason of active duty after January 31, 1955
 - Chapter 35 covers the Survivors' and Dependents' Educational Assistance Program, providing education and training opportunities to eligible dependents of veterans who are permanently and totally disabled due to a service-related condition, or who died while on active duty or as a result of a service-related condition
 - Chapter 36 defines and provides guidelines for the administration of educational benefits as governed by the State Approving Agency
- Title 10, Chapter 1606 of the U.S. Code made available educational programs for veterans of the Selected Reserve including the Army Reserve, Navy Reserve, Air Force Reserve, Marine Corps Reserve and Coast Guard Reserve, and the Army National Guard and the Air National Guard
- Federal Contract No. V101 (223B) P-4562 prescribes governing directives for administration of the State Approving Agency as agreed upon by the United States of America, Department of Veterans Affairs and the Commonwealth of Virginia, Department of Veterans Services

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Service Area Customer Base

Customer(s)	Served	Potential
Military Education Service Officers	2	20
School Certifying Officials	525	727
Veterans/Dependents	17,036	24,507

Anticipated Changes In Service Area Customer Base

- It is difficult to accurately anticipate potential changes to the SAA customer base due to the 10-year delimiting rule, which allows veterans to utilize their education benefits up to 10 years after separating from the military
- Because of past trends, SAA anticipates a high turnover in certifying officials at educational/training facilities

Service Area Products and Services

- Liaison:
Collaborate with other education and training professionals to promote and encourage exchanges of information to support and raise awareness of the veterans educational benefits programs
- Approval of programs:
Review, evaluate, and approve programs of education and training offered by educational institutions, businesses, and industries to veterans and their dependents that qualify for assistance under the various GI bills
- Supervision of schools and training establishments:
Visit facilities to review compliance with criteria and requirements, initiate corrective actions, and submit reports and follow up, if necessary
- Technical Assistance:
Provide direct assistance to facilities requesting approval through visits and participation in regional certifying official training workshops
- Outreach:
Provide information to veterans and educational programs through participation in Supermarket of Veterans Benefits events, job fairs, Transition Assistance Program (TAP) briefings, and through the development and distribution of promotional materials and publications

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Factors Impacting Service Area Products and Services

- Insufficient number of educational specialists to certify and accredit all eligible learning centers operating in the Commonwealth of Virginia
 - SAA has identified 727 potential facilities
 - SAA currently manages 525 active facilities with four educational specialists (three full-time, one part-time)
 - USDVA guidelines call for one full-time specialist for every 50 facilities. This would equate to 10.5 positions to manage the current workload and 14.5 positions to manage the potential workload

Anticipated Changes To Service Area Products and Services

- Improve outreach by developing a new database system available online; this would increase productivity of the SAA staff by ensuring timely entry of data and would allow the SAA to better serve its customers
- The department will request funding and position authorization to hire two new educational specialists in FY07

Service Area Human Resources Summary

Service Area Human Resources Overview

Service Area Full-Time Equivalent (FTE) Position Summary

Effective Date: 7/1/2006

Total Authorized Position level 7

Vacant Positions 0

Non-Classified (Filled)..... 0

Full-Time Classified (Filled) 5

Part-Time Classified (Filled) 0

Faculty (Filled) 0

Wage 2

Contract Employees 0

Total Human Resource Level 7

Factors Impacting Service Area Human Resources

Anticipated Changes in Service Area Human Resources

Service Area Financial Summary

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$0	\$473,194	\$0	\$473,194
Changes To Base	\$0	\$154,665	\$0	\$149,665
SERVICE AREA TOTAL	\$0	\$627,859	\$0	\$622,859

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Service Area Objectives, Measures, and Strategies

Objective 10814.01

To conduct program approval actions in a timely, accurate, and consistent manner.

Ensuring veterans have the widest access to education opportunities hinges on the timely, accurate, and consistent approval of programs/courses of instruction.

This Objective Supports the Following Agency Goals:

- Improve access to veterans services
(The products and service provided by SAA are mandated in section 3671 (a), Title 38 U.S.C. for the approval of courses by qualified educational institutions and/or training establishments in accordance with the standards and provisions of chapters 30, 32, 34, 35, and 36 of Title 38, U.S.C., chapter 1606 of Title 10, U.S.C., title 38, Code of Federal Regulations, and Article II – Applications - Approvals, Federal Contract No. V101 (223B) P-4562)
- Maximize flow of federal dollars to meet the needs of Virginia's veterans
(The products and service provided by SAA are mandated in section 3671 (a), Title 38 U.S.C. for the approval of courses by qualified educational institutions and/or training establishments in accordance with the standards and provisions of chapters 30, 32, 34, 35, and 36 of Title 38, U.S.C., chapter 1606 of Title 10, U.S.C., title 38, Code of Federal Regulations, and Article II – Applications - Approvals, Federal Contract No. V101 (223B) P-4562)

This Objective Has The Following Measure(s):

- **Measure 10814.01.01**

Percentage of institutions visited within 30 days of program approval.

Measure Type: Output

Measure Frequency: Quarterly

Measure Baseline: 100% of 28 new institutions were visited within 30 days of approval in Federal Fiscal Year (FFY) 2004

Measure Target: 100% of institutions visited within 30 days of approval

Measure Source and Calculation:

Data is compiled from the SAA data reporting system and reports filed by staff throughout the year

- **Measure 10814.01.02**

Percentage of approval packages processed within 30 days of receipt.

Measure Type: Output

Measure Frequency: Quarterly

Measure Baseline: 83% of 4,700 approval packages were processed within 30 days of receipt in FFY 2004

Measure Target: 100% of approval packages processed within 30 days of receipt

Measure Source and Calculation:

Data is compiled from the SAA data reporting system and reports filed by staff throughout the year

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- **Measure 10814.01.03**

Percentage of annual catalog reviews processed within 45 days of receipt.

Measure Type: Output

Measure Frequency: Quarterly

Measure Baseline: 88% of 574 catalog reviews were processed within 45 days of receipt in FFY 2004

Measure Target: 100% of annual catalog reviews processed within 45 days of receipt

Measure Source and Calculation:

Data is compiled from the SAA data reporting system and reports filed by staff throughout the year

- **Measure 10814.01.04**

Percentage of inquiries responded to within 14 days of receipt.

Measure Type: Output

Measure Frequency: Quarterly

Measure Baseline: 100% of 4,800 inquiries were responded to within 14 days of receipt in FFY 2004

Measure Target: 100% of inquiries responded to within 14 days of receipt

Measure Source and Calculation:

Data is compiled from the SAA data reporting system and reports filed by staff throughout the year

- **Measure 10814.01.05**

Percentage of existing approvals revised within 30 days of receipt.

Measure Type: Output

Measure Frequency: Quarterly

Measure Baseline: 100% of 649 existing approvals were revised within 30 days of receipt in FFY 2004

Measure Target: 100% of existing approvals revised within 30 days of receipt

Measure Source and Calculation:

Data is compiled from the SAA data reporting system and reports filed by staff throughout the year

Objective 10814.01 Has the Following Strategies:

- Process strategies:
 - Record all inquiries received from educational institutions or training establishments
 - Respond to the appropriate official within specified timelines
 - Schedule and conduct visits as appropriate
 - Upon receipt of the complete approval package, review and process the necessary documents
- SAA will request NGF spending and position authorization from the General Assembly for two new educational specialists in FY07. As SAA is funded entirely by a contract with the USDVA, the hiring of these new educational specialists is dependent on receipt of USDVA funds
- SAA will request additional funding from the USDVA to enable the hiring of two new educational specialists in FFY07

Objective 10814.02

To perform periodic supervisory visits to facilities, schools, and training establishments to determine their qualifications for furnishing approved courses and programs.

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Periodic supervisory visits to educational institutions, training establishments, and other organizations is crucial to ensuring that these facilities meet all requirements for new or continued program approval.

This Objective Supports the Following Agency Goals:

- Improve access to veterans services
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- Maximize flow of federal dollars to meet the needs of Virginia's veterans
(The products and service provided by SAA are mandated in section 3671 (a), Title 38 U.S.C. for the approval of courses by qualified educational institutions and/or training establishments in accordance with the standards and provisions of chapters 30, 32, 34, 35, and 36 of Title 38, U.S.C., chapter 1606 of Title 10, U.S.C., title 38, Code of Federal Regulations, and specifically Article III – Inspections and Supervision, Federal Contract No. V101 (223B) P-4562)

This Objective Has The Following Measure(s):

- **Measure 10814.02.01**

Percentage of supervisory visits made to active facilities annually.

Measure Type: Output **Measure Frequency:** Quarterly

Measure Baseline: Supervisory visits were made to 84% (310 of 370) of active facilities in FFY 2004

Measure Target: Conduct supervisory visits to 80% of active facilities each year

Measure Source and Calculation:

Data is compiled from the SAA data reporting system and reports filed by staff throughout the year

- **Measure 10814.02.02**

Percentage of USDVA-requested follow-up investigations made within 30 days of request.

Measure Type: Output **Measure Frequency:** Quarterly

Measure Baseline: SAA performed 5 of 5 (100%) of USDVA-requested compliance survey investigations within 30 days of request in FFY 2004

Measure Target: Conduct 100% of USDVA requested follow-up investigations to compliance surveys within 30 days of request

Measure Source and Calculation:

Data is compiled from the SAA data reporting system and reports filed by staff throughout the year

- **Measure 10814.02.03**

Percentage of visit reports submitted within 40 days.

Measure Type: Output **Measure Frequency:** Quarterly

Measure Baseline: 100% of 310 visit reports were submitted within 40 days in FFY 2004

Measure Target: Submit 100% of visit reports within 40 days

Measure Source and Calculation:

Data is compiled from the SAA data reporting system and reports filed by staff throughout the year

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Objective 10814.02 Has the Following Strategies:

- SAA will establish an annual supervisory visit schedule at beginning of the FFY
- Visits will be performed in accordance with the established schedule
- Reports will be forwarded to USDVA as prescribed
- Any necessary corrective actions and follow-up will be initiated and performed within timeframes established by the SAA

Objective 10814.03

To provide technical and or administrative assistance to training establishments.

Training establishments sometimes require technical and or administrative assistance in order to expedite approval/renewal of certifications and accreditations. Such assistance can be rendered either before or after initial approval, and can play a critical role in the approval and certification process. Technical and administrative assistance is provided to both active and inactive institutions.

This Objective Supports the Following Agency Goals:

- Improve access to veterans services
(The products and service provided by SAA are mandated in section 3671 (a), Title 38 U.S.C. for the approval of courses by qualified educational institutions and/or training establishments in accordance with the standards and provisions of chapters 30, 32, 34, 35, and 36 of Title 38, U.S.C., chapter 1606 of Title 10, U.S.C., title 38, Code of Federal Regulations)
- Maximize flow of federal dollars to meet the needs of Virginia's veterans
(The products and service provided by SAA are mandated in section 3671 (a), Title 38 U.S.C. for the approval of courses by qualified educational institutions and/or training establishments in accordance with the standards and provisions of chapters 30, 32, 34, 35, and 36 of Title 38, U.S.C., chapter 1606 of Title 10, U.S.C., title 38, Code of Federal Regulations)

This Objective Has The Following Measure(s):

- **Measure 10814.03.01**

Number of regional certifying-official training workshops hosted annually.

Measure Type: Output **Measure Frequency:** Quarterly

Measure Baseline: SAA hosted one regional certifying-official training workshop in FFY 2004

Measure Target: Host two regional certifying-official training workshops per year

Measure Source and Calculation:

Data is compiled from the SAA data reporting system and reports filed by staff throughout the year

- **Measure 10814.03.02**

Percentage of requests for assistance in preparing program approval packages honored within 30 days.

Measure Type: Output **Measure Frequency:** Quarterly

Measure Baseline: SAA processed 1,200 of 1,200 (100%) requests for assistance within 30 days in FFY 2004

Measure Target: 100% of requests for assistance honored within 30 days

Measure Source and Calculation:

Data is compiled from the SAA data reporting system and reports filed by staff throughout the year

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Objective 10814.03 Has the Following Strategies:

- As part of its efforts to expedite approval/renewal of certifications and accreditations, SAA will:
 - Host two regional certifying official training workshops per year
 - Participate in USDVA Regional Office/SAA/school meetings and workshops as scheduled
 - Attend meetings with school certifying officials as requested
 - Visit federal training programs requesting approval
 - Provide assistance during telephone interviews and via e-mail communication where approval criteria and processes are discussed
 - Assist training establishments with enrollment of veterans and other eligible persons

Objective 10814.04

To promote veterans education programs to all SAA customers.

SAA works to inform veterans of and encourage them to use their Title 38 educational benefits, and to engage all SAA customers in the effort to recruit veterans as students and learners. Toward this end, SAA educational specialists participate in many events designed to promote the use of veterans educational benefits.

This Objective Supports the Following Agency Goals:

- Strengthen outreach and marketing efforts
(The products and service provided by this service are mandated in section 3671 and/or training establishments in accordance with the standards and provisions of chapters 30, 32, 34, 35, and 36 of Title 38, U.S.C., Chapter 1606 of Title 10, U.S.C., and Title 38, Code of Federal Regulations)
- Improve access to veterans services
(The products and service provided by this service are mandated in section 3671 and/or training establishments in accordance with the standards and provisions of chapters 30, 32, 34, 35, and 36 of Title 38, U.S.C., Chapter 1606 of Title 10, U.S.C., and Title 38, Code of Federal Regulations)
- Maximize flow of federal dollars to meet the needs of Virginia's veterans
(The products and service provided by this service are mandated in section 3671 and/or training establishments in accordance with the standards and provisions of chapters 30, 32, 34, 35, and 36 of Title 38, U.S.C., Chapter 1606 of Title 10, U.S.C., and Title 38, Code of Federal Regulations)

This Objective Has The Following Measure(s):

- **Measure 10814.04.01**

Number of Transition Assistance Program (TAP) briefings conducted per year.

Measure Type: Output

Measure Frequency: Quarterly

Measure Baseline: SAA conducted no TAP briefings in FFY 2004. In FFY05, SAA identified 10 active military installations where TAP briefings could be conducted, and held a TAP briefing on each

Measure Target: Provide at least six TAP briefings annually

Measure Source and Calculation:

Data is compiled from the SAA data reporting system and reports filed by staff throughout the year

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- **Measure 10814.04.02**

Number of visits with Military Education Service Officers (MESOs) per year.

Measure Type: Output

Measure Frequency: Quarterly

Measure Baseline: New measure. Quarterly data collected during FFY 2006 will serve as a baseline

Measure Target: SAA has identified 20 MESOs as potential customers. The goal is to visit at least six MESOs per year, while at the same time adding additional MESOs as customers, until all potential customers are served

Measure Source and Calculation:

Data is compiled from the SAA data reporting system and reports filed by staff throughout the year

- **Measure 10814.04.03**

Number of veterans benefits/job fair events participated in per year.

Measure Type: Output

Measure Frequency: Quarterly

Measure Baseline: SAA educational specialists attended six benefits/job fairs in FFY 2004

Measure Target: Participate in at least six benefits/job fairs per year

Measure Source and Calculation:

Data is compiled from the SAA data reporting system and reports filed by staff throughout the year

- **Measure 10814.04.04**

Percentage of responses to denial-of-benefit-letter inquiries made within 30 days.

Measure Type: Output

Measure Frequency: Quarterly

Measure Baseline: SAA responded to 56% of 97 denial-of-benefit letter inquiries within 30 days in FFY 2004

Measure Target: Respond to 100% of denial-of-benefit-letter inquiries within 30 days

Measure Source and Calculation:

Data is compiled from the SAA data reporting system and reports filed by staff throughout the year

Objective 10814.04 Has the Following Strategies:

- SAA will coordinate with military installation TAP coordinators to schedule participation in TAP briefings and benefits/job fairs
- SAA will establish liaison with the MESOs at military installations and schedule meetings with at least six MESOs a year
- SAA will implement new procedures to ensure a timely response to denial-of-benefit-letter inquiries